

At home

with  **BORD GÁIS**
ENERGY SUPPLY


Inside we launch our new Customer Charter and Codes of Practice

Ways to save energy when cooking

How efficient is your central heating system?

**Register to wwin!
Free natural gas for a year**

Service your boiler for safety and savings!

Promoting sustainable forest management and recycling 

BGESAH0407

Issue 3



Our New Customer Charter promises you great Customer Service

OUR COMMITMENT TO YOU

Bord Gáis Energy Supply is committed to providing you with a high and consistent level of Customer Service. We recognise the importance of listening and responding to our customers' needs.

This Customer Charter details the level of Customer Service that we promise to give you in all your dealings with Bord Gáis Energy Supply.

OUR OVERALL CUSTOMER SERVICE STANDARDS

Bord Gáis Energy Supply works to ensure that all customers have ready access to clear, timely and accurate information at all points of contact. We continue to strive for simplification of rules, procedures and information leaflets.

We can be contacted by telephone, letter, email or through our web pages at www.bordgaisenergysupply.ie

Our Customer Contact staff will be polite and courteous at all times and will give you their name.

We listen and respond to our customers' needs and welcome any feedback in relation to the services we provide.

We will train our staff to deliver the services outlined in this Charter and keep our training up to date.

We monitor and measure the services we provide to make sure we are keeping our promises.

OUR GUARANTEED SERVICE STANDARDS

In addition to the overall service standards, we have six Guaranteed Service Standards. If we fail to meet any of these guarantees, we promise to apologise and do everything possible to rectify the problem straight away where necessary.

1. Billing Enquiries Guarantee

Most queries about your bill or bill payment can be answered by phone straight away. If you write to us with a billing enquiry, we will review your enquiry and respond to you within 10 business days.

If we fail to respond to you within 10 business days, you will be entitled to a payment of €35.

2. Refund Guarantee

Where we agree that you are entitled to receive a credit for any reason connected with your bill, we guarantee to credit your account within 10 business days of agreeing the amount to be paid.

If we fail to credit your account within 10 business days, you will be entitled to a payment of €35.

3. Marketing Code of Practice Guarantee

We guarantee that we will abide by our Code of Practice on Marketing and we will adopt the best marketing practices as set out in this Code.

If we fail to abide by this guarantee, you will be entitled to a payment of €35.

4. Complaints Handling Guarantee

It is our aim to resolve all customer concerns and complaints as quickly and as fairly as possible. We have published a Code of Practice on Handling Customers' Complaints which details our commitments and procedures for resolving customer complaints.

If we fail to meet our commitments outlined in this Code, you will be entitled to a payment of €35.

5. Special Services Guarantee

We offer a range of special services to assist customers with special needs. These services are published in our Special Services Register Code of Practice.

If we fail to meet our commitments to customers on our Special Services Register, you will be entitled to a payment of €35.

6. Billing Code of Practice Guarantee

We have clear internal procedures which ensure that disconnection of supply for arrears only takes place as a last resort. We have published a Code of Practice on

Paying your Bord Gáis Energy Supply Bill which details how we will handle customers who have difficulty in paying their bill.

If we fail to meet our commitments as set out in this Code, you will be entitled to a payment of €35.

Copies of our supporting Codes of Practice covering:

- Marketing
- Handling Customers' Complaints
- Paying your Bord Gáis Energy Supply Bill
- Special Services Register

can be sent to you on request or you may view them online on www.bordgaisenergysupply.ie

DISCLAIMER

In exceptional circumstances we may be prevented from meeting our service commitments due to conditions outside of our control. Such circumstances could include major disruptions to supplies, actions/damage by third parties, risks to safety, no access to your home or where actions could cause Bord Gáis Energy Supply to break the law.

Any payments made under this Charter for failure to meet our commitments are made without any admission of legal liability on the part of Bord Gáis Energy Supply.

If there is any inconsistency or conflict between this Customer Charter and

the Bord Gáis Energy Supply Terms and Conditions of Supply, the Terms and Conditions of Supply shall prevail.

BORD GÁIS ENERGY SUPPLY CONTACT DETAILS

In order to maintain the highest level of service we may record and monitor telephone calls.

Please ensure that you have your account number ready when you contact us as we can only discuss gas account information with the account holder.

- For all Customer Enquiries: **1850 632 632**
- Fax: **1850 631 631**
- 24 hour Dial-a-Read: **1850 427 732**

Call this number to register your meter reading – have your GPRN number (top right hand side of your bill) and meter reading to hand. Bord Gáis Networks will ensure your reading is recorded for your next bill.

- Web: www.bordgaisenergysupply.ie
- Email: info@bordgais.ie

Emergency Reporting:

- Bord Gáis Networks 24 hour Gas Emergency Line: **1850 20 50 50**

Bord Gáis Networks provide the emergency response service for all gas users.

In the interest of public safety, all emergency messages are recorded.

Bord Gáis Éireann, PO Box 51, Gas Works Road, Cork

Our new Codes of Practice are available to everyone

Our new Codes of Practice outline how we conduct our business with you and the level of service you can expect.

There are Codes of Practice covering:

- Marketing
- Handling Customers' Complaints
- Paying your Bord Gáis Energy Supply Bill
- Special Services Register

They can be viewed or downloaded online at www.bordgaisenergysupply.ie or they can be sent to you on request by phoning **1850 632 632**.



Ways to save energy when cooking

- Each time you open your oven door 20% of the heat escapes so think of limiting the amount of times you check on how your food is cooking.
- In a non-fan-assisted oven the top of the oven is always hotter than the bottom so dishes placed in the top of your oven will cook faster saving you time and using less energy.
- When cooking on the hob place lids on your saucepans to retain heat. Also make sure the saucepans are placed on the centre of the flame.
- Use recommended cooking times rather than over-cooking food and plan to cook several items of food in the oven at one time.

How efficient is your central heating system?

The older your central heating system is the less efficient it is likely to be. This may be as a result of infrequent servicing or because modern natural gas boilers have become more efficient.

While most natural gas boilers are 65% to 75% efficient, older boilers are likely to be less efficient. This means they convert less of the energy used into heat for your home.

Modern natural gas boilers are highly efficient with efficiency ratings of over 85% when matched with a suitable heating system and energy efficiency controls. They allow you to save on your natural gas bills and help the environment by reducing emissions.

For more information on making your central heating system more efficient and to get a quote without obligation, please call **1850 632 632**.



Register to **wwwin**

Want to **win free natural gas for a year?** From the 2nd of April, for 10 weeks, we're picking a winner a week!

Simply register on our website, www.bordgaisenergysupply.ie and you will be automatically entered in that week's draw.

And, apart from the chance of winning a great prize, there are a whole host of other benefits that come with registering on our website, www.bordgaisenergysupply.ie

- View and pay your bill online
- Check your account balance
- Check when your next bill is due
- Submit a meter reading
- Sign up for Direct Debit

Why not register online now?

One winner will be picked each week from 2nd April 2007 to 9th June 2007. Customers who have already registered will also be entered in one draw during the promotion period. The prize is limited to customers on a residential tariff and is to a maximum value of €1,500. Terms & Conditions apply and are available on written request to Bord Gáis Energy Supply, Terms & Conditions Request, PO Box 10943, Dublin 1.



Service your boiler for safety and savings!

An annual boiler service helps to prevent breakdowns and ensures your boiler uses less energy, which means better news for the environment. You can even pay for the service through your gas bill.

A Natural Gas boiler service from Bord Gáis Energy Supply Servicing will typically cost you €99*

To arrange a boiler service with a Bord Gáis Energy Supply Service Engineer in your area, contact us:

By phone: **1850 632 632**

By email: **servicing@bordgais.ie**

Website: **www.bordgaisenergysupply.ie**

By post: **complete and return this freepost card**

*This price is for a limited period and is subject to the Bord Gáis Energy Supply Servicing Terms & Conditions. The cost can be charged to your gas bill once work has been completed. Boilers which have not been serviced on a regular basis may need additional work and time which will cost extra. Specialist products such as combination or condensing boilers will cost from €160 to service. Servicing Terms & Conditions are available on written request from Bord Gáis Energy Supply Terms & Conditions Request, PO Box 10943, Dublin 1.

To arrange a service for your boiler fill in your details and return this freepost card to Bord Gáis Energy Supply Servicing.

Name:

Address:

Tel: Work

Home

Mobile

I would like to arrange for my boiler to be serviced. Please contact me to set up an appointment.

(Price is from €99 and can be charged to my next gas bill).

Boiler Type: Wall Mounted

Floor Standing

Back Boiler

Boiler Make:

Boiler Age:

(yrs approx.)

Bord Gáis, members of the Bord Gáis group and/or third parties acting on behalf of Bord Gáis may wish to contact you by post, telephone or in person with information about products or services which may be of interest to you. If you do not wish to receive such information, please let us know by writing to us at Bord Gáis Energy Supply Data Protection Opt-Out, PO Box 10310, Freeport F4062, Dublin 1 (stating your name, address and account number) or by completing the Web Form on www.bordgaisenergysupply.ie/dp



A service you can trust.

No stamp
required if
posted in the
Republic of
Ireland


Bord Gáis Energy Supply Servicing
PO Box 10943
Freeport
Dublin 1

Sa bhaile

le  BORD GÁIS
ENERGY SUPPLY

Seolaimid ár gCairt Custaiméirí
agus ár gCóid Cleachtais nua ar an
taobh istigh

Bealaí chun fuinneamh a shábháil nuair
a bhítear ag cócaireacht

Promoting sustainable forest management and recycling 





Geallann ár gCairt Custaiméirí Nua, Seirbhís Custaiméirí den Scoth Duit

ÁR DTIOMANTAS DUITSE

Tá Soláthar Fuinnimh Bhord Gáis tiomanta seirbhís custaiméirí atá ar ardchaighdeán agus atá comhsheasmhach, a chur ar fáil duit. Aithnímid an tábhacht atá le bheith ag éisteacht agus a bheith ag freastal ar riachtanais ár gcustaiméirí.

Déanann an Chairt Custaiméirí seo cur síos ar leibhéal na seirbhíse custaiméirí a gheallaimid a bheidh á chur ar fáil duit le linn do chuid déileála le Soláthar Fuinnimh Bhord Gáis.

ÁR GCAIGHDEÁIN DE SHEIRBHÍS CUSTAIMÉIRÍ AR AN IOMLÁN

Bionn Soláthar Fuinnimh Bhord Gáis ag obair le cinntiú go bhfuil eolas soiléir, tráthúil agus cruinn ar fáil do na custaiméirí go léir go héasca, ag gach pointe teagmhála. Leanaimid de bheith ag iarraidh simpliú a dhéanamh ar na rialacha, na nósanna imeachta agus na bileoga eolais.

Is féidir dul i dteagmháil linn ar an nguthán, i litir, trí ríomhphost nó trínar suíomh idirlín ag www.bordgaisenergysupply.ie

Beidh ár bhfoireann do Theagmháil Custaiméirí béasach agus cúirtéiseach an t-am go léir agus tabharfaidh siad a n-ainm duit.

Bímid ag éisteacht agus ag freastal ar riachtanais ár gcustaiméirí agus cuirimid fáilte roimh aischothú ar bith maidir leis na seirbhísí a chuirimid ar fáil.

Déanfaimid ár bhfoireann a oiliúint chun na seirbhísí a bhfuil cur síos orthu sa Chairt seo, a chur ar fáil agus coinneoidh ár gcuid oiliúna cothrom le dáta.

Déanaimid monatóireacht agus tomhas ar na seirbhísí a chuirimid ar fáil, le bheith cinnte go bhfuil ár ngeallúintí á gcomhlíonadh againn.

CAIGHDEÁIN NA SEIRBHÍSE ATÁ FAOI RÁTHAÍOCHT AGAINN

In éineacht leis na caighdeáin seirbhíse iomlána, tá sé Chaighdeán Seirbhíse faoi Rátháíocht againn. Má theipeann orainn aon cheann de na rátháíochtaí seo a chomhlíonadh, geallaimid go ngabhfaimid ár leithscéal leat agus déanfaimid gach iarracht chun an fhadhb a cheartú láithreach, pé áit ar gá.

1. Rátháíocht faoi Fhiosruithe Billeála

Is féidir an chuid is mó de do fhiosruithe faoi do bhille nó íocaíocht do bhille a fhreagairt ar an nguthán, láithreach bonn. Má scríobhann tú chugainn le fiosrú billeála, déanaimid measúnú ar do fhiosrú agus tugaimid freagra air taobh istigh de 10 lá gnó.

Má theipeann orainn freagra a thabhairt duit taobh istigh de 10 lá gnó, bíonn tú i dteideal íocaíocht €35 a fháil.

2. Rátháíocht Aisíocaíochta

I gcás go nglacaimid leis go bhfuil tú i dteideal creidmheas a fháil ar bhunús ar bith maidir le do bhille, tugaimid rátháíocht duit go gcuirfear creidmheas isteach i do chuntas taobh istigh de 10 lá gnó, tar éis don mhéid a íocfar a bheith socraithe.

Má theipeann orainn creidmheas a chur isteach i do chuntas taobh istigh de 10 lá gnó, bíonn tú i dteideal íocaíocht €35 a fháil.

3. Ráthaíocht an Chóid Cleachtais do Mhargaíocht

Tugaimid ráthaíocht duit go gcomhlíonaimid ár gCód Cleachtais do Mhargaíocht agus go nglacfaimid leis na cleachtais mhargaíochta is fearr, mar atá leagtha amach sa Chód seo.

Má theipeann orainn an ráthaíocht seo a chomhlíonadh, bíonn tú i dteideal íocaíocht €35 a fháil.

4. Ráthaíocht faoi Láimhseáil Gearán

Tá sé mar aidhm againn buairt agus gearáin na gcustaiméirí go léir a leigheas chomh tapa agus chomh cothrom agus is féidir. Tá Cód Cleachtais faoi Láimhseáil Ghearáin na gCustaiméirí foilsithe againn, a dhéanann cur síos ar ár dtiomantas agus ár nósanna imeachta maidir le réiteach ghearáin na gcustaiméirí.

Má theipeann orainn ár dtiomantas mar atá leagtha amach sa Chód seo a chomhlíonadh, bíonn tú i dteideal íocaíocht €35 a fháil.

5. Ráthaíocht faoi Sheirbhísí Speisialta

Cuirimid réimse de sheirbhísí speisialta ar fáil le cabhrú le custaiméirí a bhfuil riachtanais speisialta acu. Tá na seirbhísí seo foilsithe i gCód Cleachtais Chlár na Seirbhísí Speisialta.

Má theipeann orainn ár dtiomantas do na custaiméirí ar Chlár na Seirbhísí Speisialta a chomhlíonadh, bíonn tú i dteideal íocaíocht €35 a fháil.

6. Ráthaíocht an Chóid Cleachtais do Bhilléail

Tá nósanna imeachta soiléire againn a chinntíonn nach ndéantar an soláthar a

dhícheangal i gcás riaráiste, ach amháin mar rogha dheiridh. Tá Cód Cleachtais foilsithe againn maidir le do bhille a íoc le Soláthar Fuinnimh Bhord Gáis, a dhéanann cur síos ar an gcaoi a ndéanaimid déileáil le custaiméirí a mbíonn deacracht acu lena mbille a íoc.

Má theipeann orainn ár dtiomantas a chomhlíonadh mar atá leagtha amach sa Chód seo, bíonn tú i dteideal íocaíocht €35 a fháil.

Is féidir cóipeanna dár gCód Cleachtais tacaíochta a chlúdaíonn:

- Margaíocht
- Láimhseáil Ghearáin na gCustaiméirí
- Íocaíocht do Bhille le Soláthar Fuinnimh Bhord Gáis
- Clár na Seirbhísí Speisialta a chur chugat ar iarratas nó is féidir leat féachaint orthu ar líne ag www.bordgaisenergysupply.ie

SÉANADH

Seans nach mbeimid in ann ár dtiomantas seirbhíse a chomhlíonadh mar gheall ar choinníollacha nach bhfuil aon neart againn orthu, i gcásanna eisceachtúla. Ina measc seo bheadh cur isteach mór ar an soláthar, gníomhartha/damáiste ó tríú páirtí éigin, priacal sábháilteachta, bac ar rochtain do thí nó nuair a bhrisfeadh Soláthar Fuinnimh Bhord Gáis an dlí mar gheall ar ghníomhartha áirithe.

Déantar íocaíochtaí faoin gCairt seo maidir le teip i gcomhlíonadh an tiomantais, gan a bheith ag admháil go bhfuil aon dlíteanas dlíthiúil ar Sholáthar Fuinnimh Bhord Gáis.

Má tá aon neamhréir nó coimhlint idir Cairt seo na gCustaiméirí agus Téarmaí agus

Coinníollacha an tSoláthair, beidh forlámhas ag Téarmaí agus Coinníollacha an tSoláthair.

SONRAÍ TEAGHMÁLA DO SHOLÁTHAR FUINNIMH BHORD GÁIS

Déanaimid taifeadadh agus monatóireacht ar na na glaachanna gutháin, le cinntiú go mbíonn ard-leibhéal seirbhíse ann.

Bí cinnte go bhfuil uimhir do chuntais agat nuair a ghlaonn tú orainn, mar ní féidir linn eolas an chuntais gáis a phlé ach le sealbhóir an chuntais:

- Do Fhiosrúcháin na gCustaiméirí go léir:
1850 632 632
 - Facs: 1850 631 631
 - Dailigh agus Léigh 24 uair: 1850 427 732
- Cuir glaach ar an uimhir seo chun léamh do mhéadair a chlárú – Bíodh d'uimhir GPRN (ag barr do bhille ar dheis) agus léamh do mhéadair in aice láimhe agat. Cinnteoidh Gréasáin Bhord Gáis go ndéanfar an léamh a thaifeadadh don chéad bhille eile agat.
- Idirlíon: www.bordgaisenergysupply.ie
 - Ríomhphost: info@bordgais.ie

Tuairiscíú Éigeandála:

- Líne Éigeandála Gáis 24 uair ag Gréasáin Bhord Gáis: 1850 20 50 50

Cuireann Gréasáin Bhord Gáis an tseirbhís freagartha éigeandála ar fáil do na húsáideoirí gáis go léir.

Déantar gach teachtaireacht éigeandála a thaifeadadh, ar mhaithe le sábháilteacht phoiblí.

Bord Gáis Éireann, Bosca Poist 51, Bóthar na nOibreacha Gáis, Corcaigh

Tá ár gCóid Cleachtais nua ar fáil do chách

Déanann ár gCóid Cleachtais nua cur síos ar an gcaoi a ndéanaimid ár ngnó leatsa agus an leibhéal seirbhíse ar féidir a bheith ag súil leis.

Tá Cóid Cleachtais ann a chlúdaíonn:

- Margáiocht
- Láimhseáil Ghearáin na gCustaiméirí
- Íocaíocht do Bhille le Soláthar Fuinnimh Bhord Gáis
- Clár na Seirbhísí Speisialta

Is féidir a bheith ag féachaint orthu nó is féidir iad a íosluchtú, ag www.bordgaisenergysupply.ie nó is féidir iad a chur chugat ar iarratas, trí ghlaoch a chur ar **1850 632 632**.



Bealaí chun fuinneamh a shábháil agus tú ag cócaráil

- Gach uair a osclaíonn tú doras an oighinn, éalaíonn 20% den teas. Mar sin, b'fhéidir nach gá amharc ar do chuid bia chomh minic céanna.
- Bíonn uachtar an oighinn i gcónaí níos teo ná an t-íochtar, más oigheann comhiompair, nó feanchuidithe é. Is túisce mar sin a chócarálfar bia in uachtar an oighinn agus sábhálfar am agus úsáidfear níos lú fuinnimh.
- Nuair is ar an sorn a bhíonn tú ag cócaráil, cuir claibín ar an sásan leis an teas a choinneáil istigh. Bí cinnte na sáspain a chur sa lár ar an mbladhaire.
- Cloígh leis na hamanta molta cócaráilte seachas an bia a róchócaráil, agus déan iarracht cúpla píosa bia a chócaráil san oigheann ag an am céanna.